

Right to Information Act, 2005 relating to the State Commission and District Fora are as under:-

i) (a) **Details of the Organization:**

The State Commission and all the 22 District Consumer Commissions have been set up under the Consumer Protection Act, 1986 amended from time to time for better protection and interest of the consumers. It is a quasi-judicial body consisting of one President and four members at State Commission's level and one President and 2 members at District level. The details of organization are enumerated at Annexure "A".

(b) **Functions and duties:**

The State Commission and 22 District Commissions in the State of Haryana are performing quasi judicial function as enumerated in the Consumer Protection Act, 1986, Consumer Protection Regulation, 2005 and Consumer Protections Rules, 2004 amended from time to time.

ii) (1) On Judicial side the State Commission has

a) Original/pecuniary jurisdiction of entertaining the consumer complaints involving an amount of Rs.1.00 crore to Rs.10.00 crore.

b) Appeals are filed by the consumers before the State Commission against the orders of all the District Commission in the State of Haryana after depositing the fee of 50% of the awarded amount.

c) Revision Petitions are also filed before the State Commission against the interim orders of the District Commission.

d) Execution petitions are filed for execution of the orders passed in the consumer complaints.

(II) On administrative side the President, State Commission is Head of Department.

- (III) On Judicial side the District Commission has
- a) Pecuniary jurisdiction of enumerating the consumer complaints involving an amount upto Rs.1.00 crore.
 - b) Execution petition are filed for execution of the orders passed in the consumer complaint.

(IV) On administrative side the President, District Forum is Head of Office.

State Commission and District Commission do not have their own set of manuals and function on judicial side as per provisions of the Consumer Protection Act, 1986, Consumer Protection Regulations, 2005 and Consumer Protection Rules, 2004 and w.e.f. 20.07.2020 Consumer Protection Rules, 2019, and Consumer Protection Regulation, 2020 and on administration side the functions/powers enumerated in the C.S.R., P.F.R. etc. are exercised by its officers/employees.

iii) The State Commission does not deal with the public utility or public service in the State except redressal of consumer grievances while performing quasi judicial functions under the provisions of the Consumer Protection Act, 2019, Consumer Protection Regulations, 2020 and Consumer Protection Rules. However, the work of each officer/official is subject to supervision as per departmental hierarchy detailed in point No.(i) (a) above.

- iv) State Commission is not having its own set of Manuals except
- a) Consumer Protection Act, 2019, enacted by the Parliament.
 - b) Consumer Protection Regulation, 2020 notified by the Hon'ble National Commission and
 - c) Consumer Protection Rules, 2004 notified by the State Government. The revised Consumer Protection Rules is yet to be notified.

v) The quasi judicial functions of the State Commission and District Commission are governed by Consumer Protection Act, 2019, Consumer Protection Regulations, 2020 and Consumer Protection Rules, 2004 as amended from time to time.

vi) Judicial record of the decided cases is maintained as permanent record of the State Commission as well as District Commission as the case may be.

vii) Since no public utility service or amenities are deal by this Commission, except the quasi judicial functions, the representatives or the members of the public are not associated.

viii) The main functions of the State Commission are quasi judicial functions for Redressal of consumer disputes as per provisions of Consumer Protection Act, 2019, Consumer Protection Regulations, 2020 and Consumer Protection Rules as amended from time to time. There is no governing body/ board/council/committee causing writing of minutes and access of them to public.

ix) The Directory of the officers/employees of the State Commission and District Consumer Commissions is appended as **Annexure “B”**.

x) The officers/officials of the State Commission and District Consumer Commission receives salary in the pay scale prescribed by the State Govt. and they are not being paid any extra remunerations or compensation, hence no information in this behalf. The post-wise pay band plus grade pay relating to the staff of State Commission is appended as **Annexure “C”**.

xi) The budget allocation under different sub heads/detailed heads under major head “2408-Food Storage and Warehousing (97-State Commission and 96-District Forum) (Non-Plan) Demand No.23 are appended at **Annexure “D”** for information.

xii) Since the public utility services are not dealt by this Commission, the subsidy is also not dealt by this Commission, hence no comments.

xiii) No concessions/permits or authorization to public or any body else is granted by this Department, therefore, no details can be submitted.

xiv) No information has been kept in an electronic form because of quasi judicial functions of the State Commission and District Commissions. However, the first certified copy of the order passed in the complaint/appeals/revision/civil Misc. application is supplied to the parties free of costs, thereafter copies are being supplied on payment of fee according to rule as mentioned in the Consumer Protection Regulations as amended upto date.

xv) The court hours in the State Commission and District Commission are observed as prescribed in Regulation No.5 of Consumer Protection Regulations and the official working hours of the State Commission and District Commission are the same as are of other Govt. departments in the State of Haryana. The library of law books and journals is being maintained for reference by the State Commission as well as by all the District Consumer Commission. No public reading rooms are being maintained by the State Commission and District Consumer Commission in the State of Haryana.

xvi) The following officers of the State Commission have been declared as State Public Information Officer and Assistant State Public Information Officer:

Sh. Prem Sagar Verma, Secretary	State Public Information Officer
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Sh. Daya Shanker Verma, Superintendent.	Assistant State Public Information Officer.
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Vide Order dated 11.10.2018 conveyed through Endst. No.3829/SCDRC/RTI dated 25.10.2018 Sh. Ram Singh Chaudhary, Judicial Member of this Commission has been appointed as **First Appellate Authority**.

The said information has also been displayed on the notice board of this Commission.

Similarly, all the Presidents and Superintendents of the District Commissions in the State of Haryana are designated as State Public Information Officer and Assistant State Public Information Officer.

xvii) Any information as and when prescribed or desired will be submitted to Administrative Reforms Department.